

I would like to Cancel my Phone Service with AT&T Wireless w/ the Cancellation Fee of \$350 Waived because:

1. I expected to pay a little over \$70 dollars Monthly, But my Bill is presently running \$85 Monthly (\$15 more than expected) and from speaking with the Representative, it could possibly increase more due to possible Regulatory Fees, Taxes Hikes, etc.....

2. Twice my Voice Mail delayed and I didn't receive them until a few days later.....I spoke with the Technician 10/31/04 about both of the incidences and he said that I should really give it 72 Hrs to receive a Voice Mail.....My God, What if they both had been Emergencies.....Simply unacceptable for \$85 vs \$30 Mthly with SBC-Southwestern Bell

I signed-up for 2 Years and would simply like to Cancel my Service and Have the Cancellation Fee of \$175 x 2=\$350 Waived due to present and possible future Unexpected Costs and Unsatisfactory Service as soon as possible.

Furthermore, When I first Called to Cancel the Service, The Rep said that she could not Cancel the Service Because I had been 4-5 Months into the Service.....(Though, She said that she had the authority to do so). But, I spent the first 3-4 Months trying to correct the Billing. I was hoping that once the Billing Issues got Resolved that my Billing Amount would be what I expected, But I was sadly mistaken. Your assistance with the matter would be greatly appreciated, Thanks so Much!